

To anyone who can help or clarify:

I'm not one to write and complain about much. This is actually the first time I've ever written anybody about this sort of thing, but it seems that I'm on the receiving end of the expenses associated with, perhaps ill-advised, corporate mergers.

When I was under AT&T I had cable-modem service for \$39.95 per month. After Comcast took over they raised the cable modem rate to \$57.00 per month.

When I called them on it they told me that the rate was \$42.00 per month. When I asked why I'm being billed \$57.00 for this service, they explained that I can't get that rate unless I subscribe to more of their services. I can only get that rate if I spend another \$40.00 per month to subscribe to basic analog -- not digital -- cable service. As I recall, the price for a similar service from AT&T was something around \$60.00 per month. The total for this service from Comcast would be \$82.00 per month. It would seem that any way I slice this that I'm looking at an immediate rate increase of something in the neighborhood of \$20.00 per month (\$240.00 per year).

It feels like I'm dealing with a sleazy used car salesperson that I'm unable to send packing. Somehow they've lowered their rates but yet I'm paying significantly more.

My understanding is that the cable TV industry was re-regulated some years ago to rescue the consumer from these type of gouging and exploitative practices. It seems that we're getting very little protection from those public agencies that have been organized to do just that.

Can you, or somebody who knows, explain to me what's going on? From where I sit, it would appear that Comcast is financing their over-priced merger/monopoly on the backs of those who have little or no recourse. I wouldn't be in as foul of a mood about this if there were any credible competition to Comcast.

Thanks

Cory Fabiano
cfabiano@comcast.net